

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL
COMMUNICATION QUEUING
Application No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2614
Docket No.: SBL0001US Confirmation No.: 6841

Austin, Texas
January 30, 2008

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND REMARKS ACCOMPANYING
REQUEST FOR CONTINUED EXAMINATION

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated October 30, 2007, having a shortened statutory period set to expire on January 30, 2008. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

No Amendments to the Specification are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on **page 2** of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks/Arguments begin on **page 7** of this paper.